

Currently there is a restriction on the number of Hackney Carriage vehicles that North Tyneside Council licence. The Authority would like to establish if they have got the numbers right. In order to find this out the Authority are undertaking a survey to gather evidence to find out if there is any unmet demand for Hackney Carriages (taxis). One of the principal ways of doing this is to observe the presence of passenger queues at taxi ranks. We are also contacting residents to obtain their views on their experiences.

*'Taxis and private hire vehicles play a very important role in the public transport system. Taxis (hackney carriages) operate in a different way to private hire vehicles. Taxis are licensed to pick people up from a taxi rank or the roadside, i.e. hailing a taxi. Private hire vehicles are only permitted to pick up pre-arranged bookings through a licensed operator (usually by telephone or by using an App) and are not permitted to pick people up from the side of the road.'*

Please highlight the most appropriate answer

Q1. How often do you use Hackney Carriages/Private Hire Vehicles?

A lot

Quite a lot

Sometimes

Occasionally

Never

Q.2 Which type of vehicle do you use the most

Hackney Carriage

Private Hire Vehicle

Both

Don't know

Q.3 Are there any locations where additional Ranks are needed? If yes please state:

Q.4 Which of the following would do most to improve ranks in North Tyneside

Seating

Shelter

Lighting

Signage

Other, please state

Q. 5 What days of the week, if any, do you find it difficult to obtain a Hackney carriage

Mon/Tues

Wed/Thurs

Friday

Saturday

Sunday

Q.6 What times of the day, if any, do you find it difficult to obtain a Hackney Carriage?

Mornings  
Afternoon  
Evenings/Night  
Rush Hours  
School Times

Q.7 How long do you take to wait to obtain a Hackney carriage?

None-they are usually available  
1-5 mins  
5-10 mins  
10-20 mins  
Over 20 mins

Q.8 Do any of the following limit or prevent your use of Taxis

Cost  
Availability  
Access  
Security  
Driver standards

Q.9 Hackney carriages in North Tyneside are limited by the Council to 204. Do you think this is?

Too many  
Not enough  
Adequate  
Other, please state

Q.10 Do you ever have difficulty identifying the vehicle – whether it is a Hackney Carriage or Private Hire Vehicle?

A lot  
Quite a lot  
Sometimes  
Occasionally Never

Q.11 Are Taxi Marshals required at any ranks in the area and if so which, please state: